



Arnold A. Schwarzenegger– Governor  
SunneWright McPeak, Secretary, Business, Transportation & Housing Agency  
Jeff Davi, Real Estate Commissioner

**DEPARTMENT OF REAL ESTATE**  
*Equal Opportunity Employer*  
***Job Opportunity***

**PROGRAM TECHNICIAN**  
**Sacramento**  
***Permanent - Full-time***

The Department of Real Estate has several openings in its Licensing Sales Changes and Exams Sections for Program Technicians. The positions are located at 2201 Broadway in downtown Sacramento and are permanent, full-time.

**Duties of the Exams position include:**

- Qualify applicants to sit for the salesperson examination to obtain their real estate license.
- Analyze educational transcripts to determine if criteria set by law is met.
- Answer phone inquiries regarding application processing and scheduling.
- Respond to written inquiries.
- Access and enter data on on-line computer system to schedule examinations.
- Enter credit card transactions.
- Sort and distribute fax documents and general mail.
- Process examinee list requests.
- Prepare boxes of exam records for storage.

**Duties of the Sales Changes Positions include:**

- Process and key salesperson change applications and renewal applications into on-line computer; analyze and compare the changes against the computer records.
- Send correspondence to license applicants requesting additional or corrected information. Research, review and analyze of masterfile records is required.
- Answer incoming public inquiry telephone calls as backup to the Information Section.
- Issue refund requests, sort and categorize incoming mail and follow-up on previous correspondence.

**Required qualifications:**

- Excellent technical and analytical skills.
- Ability to communicate effectively, both orally and in writing.
- Excellent interpersonal skills.
- Patience and tact in dealing with the public, staff members and others.
- Ability to interpret and apply Real Estate Licensing laws, rules, regulations, policies and procedures and disseminate correctly to the public.
- Dependability and excellent attendance.
- Ability to function independently or as part of a team.
- Ability to work well under pressure and within mandated timeframes.
- **Ability to successfully demonstrate keyboarding skills. A keyboarding skills test will be given, however, if you already have a current typing certificate (40 WPM or greater), you will not have to take the keyboarding skills test. Attach a copy of your typing certificate to your application.**

**Desirable Qualifications**

- Dependability and excellent attendance.
- On-line inquiry computer experience.
- Personal computer experience using Word or an equivalent application.
- Ability to lift up to 50 lbs. as required.

**Salary: \$2130 - \$2780**

**Who may apply:**

Current State employees at the Program Technician level, and those who are transferable to the class. **Priority consideration will be given to SROA/Surplus employees. Please indicate SROA/Surplus information on your state application.**

**Submit Applications to:**

Linda Luna, Personnel Services  
Department of Real Estate  
2201 Broadway, P.O. Box 187000  
Sacramento, CA 95818-7000  
(916) 227-0797 or CALNET 498-0797

**For information on the Sales Changes positions contact:**

Yolanda Jimenez, SPT I  
(916) 227-0917 or CalNet 8-498-0917

**For information on the Exams/Originals Section positions contact:**

Carmen Jolly, SPT II  
(916) 227-0948 or CalNet 8-498-0948

**California Relay Service: 1-800-735-2922 (Voice); 1-800-735-2929 (TDD)**

**FINAL FILING DATE: OPEN UNTIL FILLED**

Applicants will be screened based on the Necessary/Desirable Qualifications shown above and only those most qualified will be contacted for an interview.

**Applications may be obtained from the State Personnel Board website at <http://www.spb.ca.gov>**